


Report from the Chief Executive

For Board approval	
For Board briefing	
For Board steer	
For Board information	

Prepared by: Sarah Harrison
Chief Executive

Date: 18 February 2016

Introduction

1. This paper is intended to provide an overview of how we have deployed our resources since the last report in delivery of the business plan. The report is structured around the key objectives agreed in the strategic narrative with individual workstreams grouped wherever possible. Workstreams that were identified as business plan priorities have been reported individually.

Events (not covered elsewhere)

2. The key events attended last month included:

Industry Stakeholders	Purpose	Accompanied By ¹
Operators		
<u>Paddy Power</u> Catherine Colloms, Corporate Affairs Director	To show a presentation on responsible gambling they had prepared for their own board – this had been suggested at a previous meeting Sarah Harrison had attended with their CEO, Andy McCue.	
Meetings held during ICE Conference		
<u>Scientific Games</u> Phil Horne (MD Group) Justin Raymond (MD – UK operations)	Introductory meeting.	
<u>Inspired Gaming</u> Jim O'Halleran (SVP of Corporate Relations, formerly Chairman) Luke Alvarez (CEO)	Introductory meeting.	
<u>Tombola</u> Phil Cronin, CEO and Owner Tombola & Murray Chisholm, MD Tombola International	Introductory meeting.	

¹ Exempt information under s.40 of the Freedom of Information Act where not listed].

PLC		
<u>The Norwegian Gaming Authority</u> Atle Hamar, Director General Ms Linda Vøllestad Westbye, Deputy Director	Introductory meeting.	
<u>Isle of Man Gambling Supervision Commission</u> Steve Brennan MBA, Chief Executive Mark Rutherford, Deputy Chief Executive	Introductory meeting.	
<u>Malta Gaming Authority</u> Joseph Cuschieri Executive Chairman	Introductory meeting.	
<u>Danish Gambling Authority</u> Birgitte Sand, Director	Introductory meeting.	
<u>Playtech</u> Mor Weizer, CEO	Introductory meeting.	
<u>Jersey Gambling Commission</u> Dr Jason Lane, CEO David Evans, Deputy CEO	Introductory meeting.	
<u>French Regulatory Authority for Online Games (ARJEL)</u> Charles Coppolani, President	Introductory meeting.	
<u>The Bermuda Casino Gaming Commission</u>	Introductory meeting.	

Richard Shuetz, Exec Director Mr. Alan Dunch, Chair Mr. Garry Madeiros, Deputy Chair		
<u>American Gaming Association</u> Geoff Freeman, CEO, American Gaming Association Sara Rayme, SVP of Public Affairs, American Gaming Association Dan Spillane, SVP of the NBA Michael Cohen, SVP of Corporate Development, General Counsel and Corporate Secretary, Caesars David Satz, SVP of Government Relations and Development, Caesars	Introductory meeting.	
Other Stakeholders		
Name and Company	Purpose	Accompanied By²
<u>Harris Hagan</u> John Hagan, Partner	To discuss the direction of IGRG before Mr Hagan's first IGRG board meeting on 10 February.	
Rachel Lampard, RGSB Board Member	Catch-up on RET.	
Industry Lawyers meeting	Introductory meeting.	
Dr Heather Wardle Director, Heather Wardle	Introductory meeting.	

² Exempt information under s.40 of the Freedom of Information Act where not listed].

Research		
<u>Odgers (Global Gaming magazine)</u> Andrew Bullos	Andrew runs the global Gaming and Gambling Practice on behalf of the executive search firm Odgers Berndtson.	
<u>Numis Securities</u> Ivor Jones, Director	Introductory meeting.	
Camelot	Monthly catch-up	
<u>Ofcom</u> Sharon White	Introductory meeting.	
<u>Cabinet Office</u> Chris Nicholson	Chris is doing scoping work on a functional review of regulators and wanted to meet with companies that had shown particular interest in the study to get a better understanding of what they do and their approaches to risk assessment, inspection, etc.	

<u>Gordon Moody House</u> Elaine Smethurst, Managing Director	Premises tour and meeting staff.	
Other Events (Conferences and Receptions, etc.)		
Event	Description	
The International Centre for Sport Security Europe – (ICSS) private session "A Global Alliance for Integrity in Sport", State Rooms, Speaker's House, House of Commons	In the aftermath of a series of unprecedented scandals that are shocking the world and plunging several sports in the worse crisis ever, this meeting aimed to address the most critical challenges facing the sporting industry and to advance the work underway on the establishment of an international, independent, neutral, multi-stakeholder integrity alliance to drive the much-needed and long-overdue reforms.	
Deloitte – Sixth Gaming Executive Forum	Sarah joined a panel session.	
World Regulators' Briefing at ICE and regulators' Lunch	Sarah speaking on the progress of point-of-consumption regulation, some areas of focus for the Commission over the coming year and on cooperation with other regulators.	

3. Other meetings and events are included under the relevant headings in this report.

Licensing and Compliance

Licensing and online applications

4. In addition to supporting other work streams over the period, such as Consumer Protection, AML and Proactive Compliance (regulatory returns and security audits), Licensing has achieved the following:

	Received January (December)	Determined January (December)
OL Applications	27 (13)	12 (23)

OL Variations	63 (36)	32 (65)
Change of corporate control	20 (31)	29 (15)
PL Applications	161 (176)	168 (182)
PL Variations	2 (3)	2 (4)
Transitional applications	Total Received 176	Determined 153 (153) Withdrawn 21 (20) Outstanding 2 (3)

5. The two remaining transitional applications are from the same group of companies. They continue to operate under a continuation licence but due to concerns regarding the finances and competence of the operator, they are subject to a review. Preliminary findings letters were issued on 9 February. Further consideration of the applications is deferred until the review is completed
6. The contact centre received 5,773 enquiries in January 2016 compared to 5,790 in the same period in 2015. 75% of emails and 60% of calls were from consumers concerned about operators' bonus offers, identification procedures and fairness of games. In most of those cases the consumers had not contacted the operator and followed the disputes process as required and we advised them to do so.

Greene King

[Exempt information under s.30 of the Freedom of Information Act].

7. We received the decision on our Appeal to the Upper Tribunal. In brief, we won the Appeal on the grounds that the decision initially given by the Regulatory Panel is consistent with the Commission's powers under the Act, overturning the First-Tier Tribunal's decision that the Panel acted outside of its powers. The case will therefore be returned to the First-Tier Tribunal to hear once again.

Anti-money laundering

8. We contributed to the HM Treasury- and Home Office-chaired Money Laundering Advisory Committee, and separately, to the Anti-Money Laundering Supervisors forum. These meetings considered the implementation of the 4th ML Directive, together with reviews of the supervisory and suspicious activity reporting regimes.
9. We presented at three AML related panels at ICE-related events, highlighting Commission expectations, current developments and the future of AML within the industry:
 - International Online Gaming Conference
 - International Casino Conference

- Cybercrime, Security & Regulatory Compliance Conference

Proactive compliance

Proactive compliance non-remote activity

10. The 2015/16 non-remote work plan is progressing. As of 11 February:

- We completed 298 (70%) of the annual assessment plan.
- We have scheduled the remaining 126 (30%) for site visits.

Proactive Compliance remote activity

11. This involves reviewing Information Security Audits (ISA) and websites along with the assessment of operators.

- To date we have received 202 annual ISAs. 185 have been reviewed and a further 17 are in progress.
- The review of operator websites focussing on marketing, advertising, bonuses and rewards is ongoing with 86 reviews completed and the remaining 11 planned for review this quarter.
- 146 remote operators have been allocated for assessment as part of the annual plan. 53 assessments have been completed with the remainder planned for completion in this quarter.

12. 979 lottery submissions were received compared with 954 in January 15. All complied with the minimum returns to good causes. 468 regulatory returns were received – 188 of which were from remote operators.

High impact compliance

Corporate evaluations – current status

13. **[Exempt information under s.31 of the Freedom of Information Act]**

Annual Assurance Statement

14. The window for submissions of Assurance Statements closed on 14 February; we have received statements from 43 of our largest operators (two remaining have been contacted).

15. The statements are being reviewed as they are received and the level and type of engagement we subsequently have with these operators will in part be influenced by the content and quality of the statements they submit, in addition to reviewing them against the information we already know about these operators, forming part of our ongoing HIO monitoring processes.

Reactive compliance (non-complex)

16. There were 581 key events reported over the period. 499 have been actioned with 15 escalated for further consideration by compliance managers.

17. In addition eleven intelligence reports were allocated to compliance managers for further action.

Casework

18. The Commission is currently conducting 21 licence reviews under section 116 of the Gambling Act 2005 within the reactive compliance non-complex workstream. 16 of the reviews relate to personal functional licence (PFL) holders, five to operating licences (OL).
19. Five new cases have been commenced in the period under consideration. All of the new reviews relate to PFL holders who have either been dismissed by their employers or resigned during internal investigation processes.
20. During the period under review the Commission closed seven cases, two relate to OL holders, four to PFL holders and the remaining case concerned the holder of a personal management licence (PML).
 - The two PFL holders employed in a casino who acted together to steal from their employer, both surrendered their licences upon receipt of the notification of licence review.
 - A casino dealer (PFL) had their licence revoked after it was discovered that they had been convicted of five separate criminal offences involving dishonesty in the last two years. The licensee was not working in the gambling sector at the time of revocation.
 - A dealer in a casino was dismissed for gross misconduct after the casino managers had discovered the dealer colluding with customers to cheat. The Commission initiated a licence review and the licensee surrendered their licence following their first communication with the Commission.
 - **[Exempt information under s.40 of the Freedom of Information Act]**

21. Two operators were given formal director's warnings after they had failed underage test purchase operations mounted by a Local Authority. Both operators had acknowledged their failures and undertaken changes to their operating procedures and initiated training for their staff.

Planning, Evidence and Analysis

Betting integrity

22. An operational debrief meeting involving external partners regarding Rugby World Cup support took place on 26 January. Actions from the meeting include issuing a joint press release to outline the success of the processes put in place to manage integrity issues, and for the Commission to discuss with DCMS how lessons learned can be incorporated into the 'Gold Framework', the government guidance for bidding and staging major events.
23. A meeting was held with the England and Wales Cricket Board (ECB) to discuss possible future support for the Cricket World Cup plus other major tournaments being hosted in the UK.
24. The Sports Betting Integrity Forum (SBIF) published the 'Sports Betting Profiles' on the SBIF website on 18 January. This piece of work brings together contributions from SBIF members to identify and assess the current threats and highlight good practice. The Profiles set out a series of recommendations that will be incorporated into the SBIF work programme.

[Exempt information under s.40 of the Freedom of Information Act]

25. Nick Tofiluk presented at the EU Expert Group meeting for match-fixing held in Brussels on 26 January.

Use of intelligence

26. This has been a very busy period for the Intelligence Unit, supporting workstream demands. The unit has been largely internally focussed, coping with planned and unplanned absences from the team.
27. **[Exempt information under s.40 of the Freedom of Information Act]** visited HMRC offices in Newcastle and London to present to investigators, building relations and awareness between the organisations.

Information Management Strategy

28. A consultant has been engaged to assist with the knowledge management component of the IMS strategy and has commenced work. A working group has been created to aid the consultancy work and the steering group for this work is confirmed as IAG. The revised Information Management Strategy (IMS) document is due to be completed by 31 March.

Sector and Thematic

Social responsibility and consumer policy

29. Since the last report, the team has:

- Prepared a presentation on consumer engagement policy for discussion at the Board's February meeting.
- Attended the first steering group meeting for the general SR messaging project which SENET is leading. The group's first task is to produce a project plan and timeline.
- Continued to engage with the Responsible Gambling Trust (RGT) about the funding and management of the projects on product and play information. They have agreed to put the projects out to tender and have a representative from the Industry Group for Responsible Gambling (IGRG) working as an industry partner. We will be commenting on the ITTs this week.
- Had confirmation from the Association of British Bookmakers (ABB) that the national evaluation of the Player Awareness System (behavioural analytics algorithms) is now out to tender. The ABB is funding the evaluation, but RGT is managing the procurement procedure in order to assure its independence.

30. We met the Remote Gambling Association (RGA), together with DCMS, to discuss the shared DCMS and Commission view that the National Online Self-Exclusion Scheme should be established and managed by the industry. Following this meeting we wrote to the RGA confirming that:

- we continue to believe in principle that it is right for the industry to manage the scheme
- the majority of their concerns would remain issues whoever managed the scheme
- we recognised that there were challenges for the industry, particularly in relation to governance and funding arrangements
- we would continue to help where possible in developing the scheme.

31. RGA's Executive Committee confirmed on 4 February that they would be prepared to take this work forward. As a first step, they will be commissioning a scoping study to assess the options and associated costs for a national scheme. We will write to remote operators in the week beginning 15 February to notify them of this, and also communicate this to other interested stakeholders via our website.

32. **[Exempt information under s.36 of the Freedom of Information Act]**

Marketing and Advertising

33. Since the last report the team has:

- Continued joint working with the British Phonographic Industry (BPI) and City of London Police to identify offending gambling advertising on copyright infringing websites and to take appropriate regulatory action.
- Attended an Operation Linden meeting to support work with the Information Commissioner's Office (ICO) on identifying gambling operators attracting a significant number of complaints relating to unsolicited marketing. Part of the aim is to ensure that the appropriate regulator takes effective action. **[Exempt information under s.30 of the Freedom of Information Act]**
- Continued to work together with the ASA to combat offending gambling advertising and marketing and to ensure that the appropriate regulator takes effective action.

34. **[Exempt information under s.31 of the Freedom of Information Act]**

Protection of player funds

35. At the end of January, we published a revised version of our Customer Funds Advice Note to include lessons learned from recent website review work and information about customer funds reporting requirements.

36. We continue to progress plans for the first phase of customer funds reporting to commence early May 2016 with a select number of remote gambling operators which hold the most significant amount of customer funds.

Better and Shared regulation

37. The Commission supported Haringey Council in a successful machines operation at a club in the borough – seven machines were seized and a number of other offences were detected. **[Exempt information under s.30 of the Freedom of Information Act]**

38. Our letter to the Secretary of State regarding the Business Impact Target, a feature of the Enterprise Bill, has been submitted.

Gambling Statistics

39. The team has started preparatory data work for the Gambling Regulators European Forum (GREF) annual survey, which we are due to complete in March. The survey enables European gaming regulators to share and obtain information on gaming matters.

Remote

40. Facilitated a Remote Technical Workshop with key operators on 4 February 2016. The event was attended by over 40 stakeholders, including B2Cs, B2Bs and test houses. We consulted attendees on a number of ongoing projects and forthcoming attractions, such as the Remote Technical Standards consultations. The attendees were broadly supportive of the measures we seek to implement within the revised testing strategy. Stakeholders responded positively to the opportunity to provide further input and welcomed our plans for further informal engagement prior to Remote Technical Standards consultation in autumn 2016.
41. The testing strategy for compliance with remote gambling and software technical standards (Remote Testing Strategy) consultation³ closed on Thursday 11 February 2016. We will continue to engage with key stakeholders over the coming weeks as we finalise the updated strategy. A summary of the consultation responses and final changes will be circulated to the Board in spring 2016.
42. We have engaged a number of key stakeholders and regulators on proposed measures to tighten controls on 'Return to Player' monitoring. We wish to ensure sufficient monitoring is in place for both under- and over-payments as both represent a deviation from the advertised gambling rules and prizes. Responses to the Testing Strategy consultation will help inform our next steps

RGSB

43. Following the consultation on the draft Strategy, which closed on the 14 December 2015, the RGSB secretariat has reviewed the 35 responses that it received. These included comments from a wide variety of different stakeholders and provided very useful feedback to inform the development of the Strategy.
44. RGSB has now produced an updated version of the Strategy, which it has shared with the Commission, RGT and RGSB's Advisory Group. Sir Chris Kelly is due to come to the Commission's Board meeting in April to present the final version for our approval.
45. Alongside the final version of the strategy, RGSB plans to publish a summary of responses obtained during the consultation, highlighting changes made as a consequence.

Complaints and disputes

46. The European Online Dispute Resolution (ODR) Platform went live on 15 February. We are handling a number of queries from lawyers, trade associations, operators and ADR entities about how to interpret BIS guidance on the ODR Platform, and particularly the requirement for traders to signpost the ODR platform as well as their nominated ADR

³ <http://www.gamblingcommission.gov.uk/Publications-consultations/Consultations/Open-consultations/Testing-strategy-for-compliance-with-remote-gambling-and-software-technical-standards.aspx>

entity. We have collated these queries and raised them with BIS and the Trading Standards Institute (TSI).

47. We have emphasised that our priority is that consumer signposting relating to disputes should focus primarily on the direct route to the ADR entity, rather than via the ODR Platform which will be a slower and more convoluted route to the same ADR entity. We have also explained that the main enforcer of the ODR signposting would be the TSI, rather than the Commission.
48. The Isle of Man Gambling Supervision Commission (GSC) has notified us that it intends to withdraw from the approved list of ADR entities with effect from 4 March. We are working with the GSC, RGA and operators to ensure that the approximately 18 operators who nominated the GSC as their approved ADR entity move to another ADR entity and update their signposting accordingly.

Unfair terms

49. Sarah Harrison gave the opening address at the World Regulatory Briefing at ICE, and announced that the Commission will have a particular focus on improving the fairness and openness of terms and conditions. Reference was made to our collaborative working with the Competition and Markets Authority (CMA) in this area, and to the broader initiatives to improve the way terms and conditions are presented to consumers, via the Consumer Protection Partnership and HMT's drive to increase competition (this includes asking the consumer group Which? to work with leading, consumer-facing businesses to review the way they present their terms and conditions, online in particular).
50. A Commission press release, targeted at the trade press, highlighted some key messages from the speech, including our future work. Trade press articles (such as in Gambling Compliance) picked up on the Commission's focus on unfair terms.
51. In February, we met with CMA to further scope our collaborative work on tackling potential unfair terms in the gambling industry. We are exploring possible options for this work, including a joint call for evidence, advice, a full CMA market review and/or enforcement work.

Sector advice and standards

Lotteries

52. DCMS confirmed that the Legislative Reform (Exempt Lotteries) Order 2016 was approved and it will come into force on 6 April. The lotteries team are reviewing and updating the advice, guidance and FAQs on the Commission's website relating to those lotteries including the Guidance to Local Authorities. A briefing on the changes has been provided to Compliance, Licensing and the Contact Centre. The communications plan also includes plans to inform relevant organisations such as the Charity Commission and the Third Sector, and for articles to be produced for the ebulletin and LA bulletin. The lotteries team will also attend LA meetings in March to present on the changes and at the Lotteries Council Conference in April.
53. Following work between the lotteries team and Evidence & Analysis, 150 society lottery operators were identified as operating with just one 'responsible person'. It is planned to send a bulk email to those operators by the end of February outlining the potential risk to the continuation of their lottery.

Providing advice

DCMS market advice

54. Significant time continues to be spent this month supporting the Department's response to the CMS Committee report into the Society Lottery sector. This centres on answering questions on our advice – it appears likely that DCMS will look to consult on its preferred course in March/April.

National Lottery

[Exempt information under s.43 of the Freedom of Information Act].

55. The comparison with last year has improved considerably over the last three months and the annual outturn will be strong.

[Exempt information under s.43 of the Freedom of Information Act].

56. Liaison meetings were held with Camelot and DCMS. There continues to be a regular flow of general support requirements from DCMS.
57. The programme is very busy and addressing short-term resource issues with Enforcement matters, through wider Commission input. There has also been some churn in the Compliance team which we have addressed with short-term resource.
58. A copy of the Director's Report to the National Lottery Committee in February, is attached at Annex B which contains further information on work undertaken.

Finance

59. Our external auditors, KPMG (on behalf of the National Audit Office) successfully completed their interim audit fieldwork in early February, with no significant issues identified. Given the current resourcing challenges within the team, External Audit noted that this was quite an achievement, and we are confident we are in a strong position for the year end in April.

Fees development

60. Finalisation of our recommendations for changes to fees and the fees structure continues. The modelling of changes to fee amounts is now near completion, and we have received legal advice on the particular changes to licences that will be given effect through secondary legislation. We expect our final recommendations to the Secretary of State to be signed off by Executive Group in March, and Board will receive a copy of our formal advice to government.
61. We have engaged with DCMS officials throughout the development of our recommendations, and our iterations of the joint consultation document should be completed over the next few weeks. We have had to expend some effort in recent weeks on steering DCMS officials in relation to the consultation, (for example, seeking assurance from them that the consultation will be a joint one rather than government-only, and explaining to them our regulatory cost drivers and efficiencies). Timely publication of the consultation will be dependent on their delivering their responsibilities such as engagement with Treasury and ministerial clearance, but officials are clear that

we and they are targeting publication in April.

Support Services

HR policies, guidance and consultations

62. Consultation is to continue during February via development managers and HR with colleagues who have not yet signed up to the policy and Employee Handbook changes.
63. Collective consultation with PCS will continue until 4 March 2016. The expected outcome of the consultation is that all colleagues will sign up to the new policies, terms and conditions.
64. There may however be colleagues whose contracts have to be terminated and re-engaged on the new terms and conditions although this will of course remain an absolute last resort.
65. Planning is underway for the 2016 Spring Conference on 12 April 2016. A conference development team has been established that will reflect on the thoughts and feedback from last year's conference and on what we would like to see at this year's conference with the agenda to be finalised and agreed with Exec this month.

IT and accommodation

IT infrastructure management

66. The Office 2013 pilot rollout has been completed with remaining users receiving training before rollout.
67. Office 365 configuration is progressing well. User accounts should be synchronised to the cloud by end of February.
68. All physical hardware for the corporate Wi-Fi is now installed and configuration is progressing.
69. Corporate mobile tablet devices have been purchased and work has commenced on preparing a usable build for Windows 10 on these devices.
70. Solutions for cloud backup are being investigated to ensure that data backup and recovery (or business continuity management (BCM) invocation) remains up to date and fit for purpose.

Health and Safety

71. All current health and safety policies, risk assessments and guidance have been presented to Audit Committee for information.

Information security

72. As part of the ongoing awareness work around information security, e-learning packages for BCM, information security and the Government Security Classification scheme are now being rolled out to all colleagues. This is being accompanied by a roll out of the key information security policies through the HR system, requiring colleagues to confirm that these have been read.

73. As part of our commitment to continual improvement of our Information Security Management System, we are reviewing our control framework against current best practices around cyber security.

Publications and external communications

74. Details of publications and external communications can be found in Annex A.

Annex A – Communications report

Support Services

1. Media calls

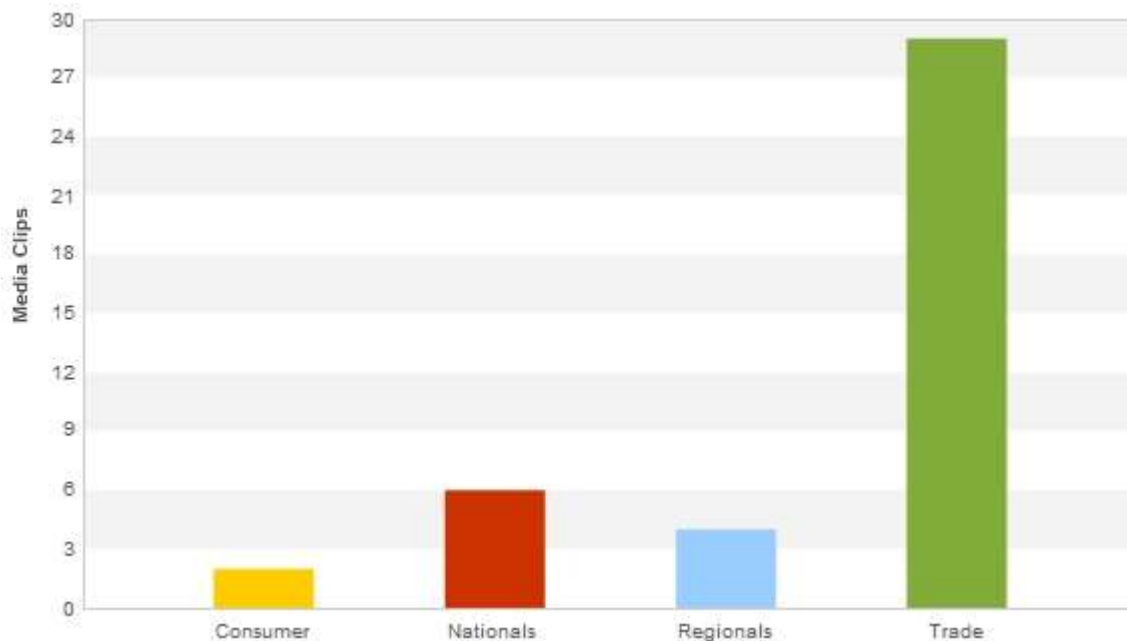
There were 15 media calls in January. This is about average and is broken down as follows.

25%	(4 calls)	Gaming machines
13%	(2 calls)	Betting
13%	(2 calls)	Integrity
7%	(1 call)	Bingo
7%	(1 call)	Casinos
7%	(1 call)	Fees
7%	(1 call)	Industry stats
7%	(1 call)	Licensing
7%	(1 call)	Poker
7%	(1 call)	Problem Gambling

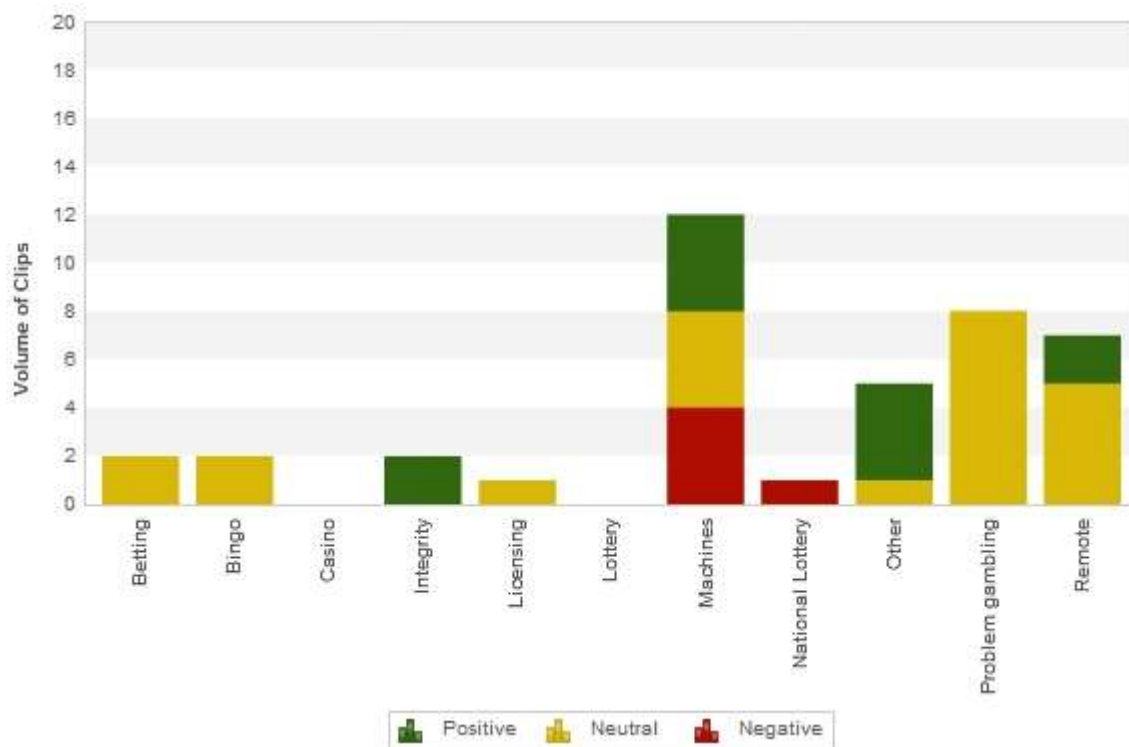
2. Press monitoring

Volume of coverage

There were 41 clips mentioning the Commission in January. Over 70 per cent of this coverage came from the trade press.



3. Topics and tone of coverage



January saw positive coverage concerning:

- the Commission being available to answer questions on our stand at the EAG Expo
- the publication of a quick guide for those operating gambling machines in pubs
- the winning of the largest ever Lotto jackpot by two ticket holders. The final rollover draw on 9 January drew unprecedented levels of interest with reports saying that 400 tickets a second were being sold as the nation went “Lotto crazy”.

January saw neutral coverage concerning:

- nationwide coverage of suspected match-fixing at the top level of world tennis. This was brought to prominence by an investigation by the BBC and BuzzFeed News which referred to events about ten years ago before the Tennis Integrity Unit was set up.

January saw negative coverage concerning:

- the Gambling Business Group calling for an urgent review of what they called “potentially disastrous proposals” in the Commission’s consultation titled - Controlling where gaming machines may be played. However Coinslot printed a response from us which clarified some of the issues that were raised in the original article.
- Former Culture Secretary, Tessa Jowell, writing a letter to the Times saying the government and the Gambling Commission should act of FOTBs. This was in response to an article by Clare Foges the previous week. This story was also picked up by the Mirror and the Daily Mail.

4. Press releases

Gambling Commission warning to pubs

5. Publications

Casino drop and win summary report

Four e-bulletins and one licensing authority (LA) bulletin.

6. Events

EAG International Expo – Nigel Owen, Clive Noblett and Stuart McPhee

BACTA VIP Lunch – Stuart McPhee and Nigel Owen

A Global Alliance for Integrity in Sport – Sarah Harrison

Gala Bingo new build opening – Louise Notley

7. Parliamentary questions

There were nine written parliamentary questions of direct relevance to the Commission over this period. These questions covered a variety of topics including the National Lottery, FOBTs and the horserace betting right.

Calum Kerr: What discussions he has had with the Scottish Government on the timetable for and potential effects of the introduction of a Horserace Betting Right. [20221]

Tracey Crouch: A 2013 report from Deloitte for the British Horseracing Authority estimated that British racing has a Great Britain wide economic impact of £3.45 billion. Last year a public consultation on the potential structure and operation of the Horserace Betting Right was held, inviting views from across Great Britain. To inform our work to replace the current levy system and require offshore operators to make a fair financial contribution to racing alongside those based in Great Britain, I have commissioned an independent economic analysis of the costs and funding of racing. This will draw on information provided by betting and racing.

Callum McCaig: If he will commission independent research on the effect of fixed-odds betting terminals on the health of their users and on the communities in which they are prevalent. [21567]

Tracey Crouch: The Responsible Gambling Strategy Board (RGSB), was set up to by the Gambling Commission to advise on priorities for research relating to responsible gambling. Research into gambling related harm is commissioned by the independent charity, the Responsible Gambling Trust (RGT), taking into account the priorities set out by the RGSB. At the request of the RGSB, the RGT is currently commissioning research to define Gambling Related Harm which will consider the wider health impacts of problem gambling. The Government continues to encourage such research.

Callum McCaig: If he will make an assessment of the potential merits of devolving to the Scottish Parliament all aspects of (a) gaming and betting legislation, (b) including curbing the terminals' speed of play and maximum stakes for fixed-odds betting terminals and (c) other regulation of fixed-odds betting terminals. [21566]

Tracey Crouch: The Scotland Bill will give the Scottish Parliament and Scottish Ministers the power to vary the number of sub-category B2 gaming machines (FOBTs) permitted by new betting premises licences. The UK Government will retain the equivalent powers on FOBTs for the rest of the UK, except for Northern Ireland where gambling is a devolved matter.

Chi Onwurah: Pursuant to the Answer of 16 December 2015 to Question 18159, if he will (a) collect information on the derivation of National Lottery Good Cause income by region and (b) request the National Lottery publish information on derivation of its income by region in accordance with Government open data guidelines. [20398]

Tracey Crouch: Camelot, the National Lottery operator, releases detailed national sales information which can be found online at <http://www.camelotgroup.co.uk/business/our-uk-national-lottery-operation/performance/>

Camelot does not release more granular sales data due to its commercially sensitive nature. The Gambling Commission is the National Lottery's regulator and they oversee Camelot's work with the aim of protecting the integrity of the Lottery, protecting players and maximising returns to good causes. Allocation of good cause funding by the 12 Lottery distributor bodies is driven by need, and not linked to where tickets are bought, therefore Government does not collect this information.

Philip Davies: How much in horserace betting levy payments were received in (a) statutory and (b) voluntary payments from each betting operator in each of the last three years. [20434]

Tracey Crouch: Details of Levy payments are held by the Horserace Betting Levy Board. Section 28 (10) of the Betting, Gaming and Lotteries Act 1963 bars the Levy Board from disclosing the statutory contribution of individual bookmakers. The Levy Board has adopted a similar approach to contributions made by voluntary means, providing information about collective totals only. The table below sets out collective totals for each year for both statutory and voluntary payments.

	Statutory payments (£m)	Voluntary payments (£m)	Total (£m)
2012/13	66.751	7.572	74.323
2013/14	70.115	7.904	78.019
2014/15	60.090	11.593	71.683

Ruth Smeeth: When he intends to publish the responses to his Department's call for evidence on the National Lottery and raising funds for good causes, launched in December 2014. [22438]

David Evennett: The responses to the Government's Call for Evidence on the National Lottery, society lotteries and competing gambling products in raising funds for good causes will be published, excepting those that are commercially sensitive, in due course. The Gambling Commission is also providing advice to Government on society lotteries in response to the CMS Select Committee report and we understand they will make this public in due course.

Ruth Smeeth: When he plans to publish the recommendations of the Gambling Commission in response to his Department's call for evidence on the National Lottery and raising funds for good causes, launched in December 2014. [22437]

David Evennett: The responses to the Government's Call for Evidence on the National Lottery, society lotteries and competing gambling products in raising funds for good causes will be published, excepting those that are commercially sensitive, in due course. The Gambling Commission is also providing advice to Government on society lotteries

in response to the CMS Select Committee report and we understand they will make this public in due course.

Graham Jones: What recent discussions he has had with bookmakers on the single-staffing of high street betting shops. [903151]

Tracey Crouch: I meet with the betting industry, Gambling Commission, and other interested organisations regularly. I am aware of the concerns around single-staffing of high street betting shops but expect bookmakers to adhere to their statutory requirements and minimum voluntary standards to protect staff from risk.

Oliver Colvile: What support lottery regulations permit to be given to gaming, live digital and other features of cultural technology. [20719]

Tracey Crouch: National Lottery funding supports projects within the four good causes - arts; sport; heritage; voluntary and community. The arts good cause covers a broad range of arts and media forms and there are no specific regulations against funding gaming, live digital and other features of cultural technology. Decisions on which individual projects to fund are made by the twelve Lottery distribution bodies.

8. Articles published

There was one article published this month.

Totally Gaming – an interview with Sarah Harrison

9. Forward planner

This is now [available on hive](#) and is updated regularly.

10. Internal communications

Town Hall meeting to highlight action from employee survey; HR and IT supported in roll-out of training for MSOffice 2013; HR supported in roll-out of annual training refresh on statutory and mandatory topics- plans in place for 'town hall minis' to take place four times a year and be for around 40 invited employees.

Reach... website, intranet and social media – audience reach



* Visits per month to the website compared to the average number of visits per month during the previous year.

Top 5...pages visited on the website and hive

GAMBLING COMMISSION

- 10,396 - Protection of customer funds
- 9,276 - Find licenses
- 6,661 - Circumstances in which you do not need a licence (lotteries)
- 5,784 - Contact us
- 5,298 - Licensing, Compliance & Enforcement

hive

- 3,502 - Directory
- 2,880 - All news
- 1,860 - Current vacancies
- 878 - Portals
- 552 - Internal news

Sentiment...on social media

Positive:	189	10%
Neutral:	537	89%
Negative:	13	0.5%

Negative comments relate to lack of action by the Commission in regards to unfair terms and conditions.

Social shares

Referrals from

facebook	360
twitter	234
LinkedIn	53

twitter

Tweets by us:	1
Tweet impressions:	15,800
Profile visits:	1,713
Mentions:	226

 695 shares

The number of times pages on our website have been shared.

Customer experience...how users feel about their website experience

Overall ratings

Number of responses: **359**

 **48%**

 **25%**

 **27%**

Of the 359 responses, 149 gave a reason for their rating, selecting either Easy to find, Clarity of information or Accuracy of information as detailed below (with a further 42 marking their reason as Other).




Easy to find

	73%
	13%
	14%

Clear

	51%
	17%
	32%

Accurate

	42%
	26%
	32%

Users who have left negative comments generally fall into one of three categories, either they are on the wrong site and think they are communicating with a gambling organisation, they are unhappy with the answer to the question that brought them to our site, or they are unhappy with the Commission in general. Of the 54 comments received, 24 were negative, but only 13 actually relate to the website.

If you would like further details on any aspect of this report, please contact Corporate Affairs